

ABSTRACT OF THE DISCLOSURE

A system and method for guiding a user through a complex process having a plurality of steps is provided. The system may permit a user with little or no knowledge of the process to complete the process. The guidance system may include a logical structure which models the

- 5 process steps within the process and guidance pages which provide the user with additional information about how to proceed through the process. The guidance pages may have one or more page fragments and each page fragment may be dynamically generated based on certain preconditions so that the guidance pages are easily customizable.

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